GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

CA,F&CS Department - Civil Supplies – De-Centralized Procurement of paddy and rice for Kharif Marketing Season 2017-18 – Orders– Issued.

CONSUMER AFFAIRS, FOOD & CIVIL SUPPLIES(CS-I) DEPARTMENT

G.O.MS.No. 18 **Dated: 08-11-2017**

Read the following:

1) A.P.R.P.(Levy) Order, 1984
2) MoU with GOI on DCP from KMS 2015-16 communicated in GOI letter No.3(4)/2015-Py.I, dt.13.10.2015.
3) G.O.Ms.No.15 CA,F& CS(CS.I) Dept. dated 15.11.2016.
4) GoI.Lr.No.4(3)/2016-Py.I, dt.20.06.2017 from the Director(Movt), Min. of CA, F & PD, Dept. of F & PD, Krishi Bhavan, New Delhi.
5) GoI.Lr.No.8-2/2017-S&I, dt.16.08.2017 of the Deputy Commissioner(S&R), Min. of CA, F & PD, Dept. of F & PD, Krishi Bhavan, New Delhi.

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O R D E R:

The Govt. of India have dispensed the procurement of rice as levy from rice millers w.e.f., 1st October, 2015.

2) As per the De-Centralized Procurement scheme and MoU executed with Govt. of India, from KMS 2015-16 onwards, the State Govt. shall procure Paddy, mill the paddy and retain the resultant raw rice for TPDS and Other Welfare Schemes as per allocation made by the Central Government.

3) In the reference 3rd read above, procurement policy for KMS 2016-17 was issued.

4) The following orders are issued as "Procurement Policy" for the Kharif Marketing Season 2017-18.

5) The Minimum Support Prices fixed by Government of India for the KMS 2017-18 are as follows, vide GoI letter 4th read above;

Price per Quintal of Fair Average Quality paddy

Grade "A" : Rs.1,590/-
Common : Rs.1,550/-

(These rates may vary from time to time depending upon the revision by the Govt. of India.)

6) FAQ specifications for paddy and rice prescribed by the GOI vide GOI letter 5th read above are enclosed (Annexure-I & II).

7) The AP State Civil Supplies Corporation shall open as many purchase centers as are required for purchasing paddy from the farmers at MSP by getting them opened through women self help Groups, PACS, DCMSs etc. in all the paddy growing districts. The AP State Civil Supplies Corporation Ltd. shall also ensure that adequate gunnies, other infrastructure and equipment are available at the purchase centres.

8) The AP State Civil Supplies Corporation Ltd. shall invariably make payments to the farmers for the paddy purchased direct to the bank accounts of the farmers by electronic mode through RTGS/NEFT. The entire transactions of paddy purchases, payment made, transportation done to the mills, paddy delivered to the mills etc. shall be monitored online on real time

basis. The daily information shall be monitored and informed to the Commissioner of Civil Supplies.

9) The millers may also purchase paddy of FAQ at a price not less than the Minimum Support Price. They shall invariably make payment to the farmers direct to the bank accounts of farmers through RTGS or A/c payee cheques.

10) As per the Govt. of India orders, the millers need not deliver rice under levy. **The millers shall maintain the details of paddy purchased, rice produced, sold, balance stock etc., duly computerized in real time in form 'A' and 'B' registers prescribed in the A.P. Rice Procurement (Levy) Order,1984 and make available online for verification.**

11) Every miller shall maintain and submit online true accounts indicating the total transactions of custom milling right from receipt of paddy, paddy milled, CMR delivered and balance stocks available at the end of the day in Form-A1 and A2.

12) Every miller shall maintain separate account for the stock of paddy purchased on his own account, paddy milled, rice produced, sold within or outside state etc., in Form-B and submit online report to the concerned authority.

13) As there is no levy, the entire quantity produced by the millers is levy free. Millers can sell / move the Non-preferred varieties of rice anywhere in the country without any permit.

14) In view of high demand for superfine preferred varieties of rice in the state, and to ensure that prices of preferred varieties of rice are available at affordable rate in the open market in the State, the superfine preferred varieties of rice shall be sold in 2:1 ratio between within and outside the State. For sale / movement of superfine preferred varieties rice within the state, no release certificate/ permit is required by the miller. For sale / movement of superfine preferred varieties rice outside the State, the miller shall take release certificate from the district administration consequent on sale of 2 units of rice within the state for sale of 1 unit of rice out side the state.

15) The estimated annual requirement with 3 months buffer of 35.25 lakh MTs raw rice for TPDS / Other Welfare Schemes (OWS) in the State has to be procured through CMR route only. For this purpose the APSCSCL has to procure about 52 lakh MT paddy from farmers, custom mill it and retain the raw rice for TPDS and other welfare schemes in the State.

16) The A.P. State Civil Supplies Corporation Ltd., shall make necessary arrangements for procurement of paddy at MSP and retain the resultant CMR raw rice from out of the paddy procured in the entire State for TPDS/OWS and deliver the boiled rice and excess raw rice of CMR to the Food Corporation of India for the Central pool. The FCI shall also purchase paddy at MSP as offered to them. The procurement of paddy shall be done on large scale to protect the MSP. The AP State Civil Supplies Corporation shall commence MSP operations immediately by opening adequate number of purchase centers.

17) The V C & MD., APSCSCL shall make necessary arrangements

- for opening of paddy purchase centers as many as required.
- Identification and tagging of rice mills to the PPCs for custom milling and delivery of CMR.

- ❖ Transport arrangements for immediate shifting of paddy to the rice mills or to the intermediary godowns if necessary.
- ❖ Identification and hiring of SWC / CWC/ FCI / Marketing godowns for storage of CMR.
- ❖ Private Godowns, if necessary, may also be hired for storage of CMR.
- ❖ Appointing required Technical, Accounts and other maintenance staff on outsourcing/ retired persons from FCI / APSCSCL at the godowns for receiving CMR as per FAQ specifications and for proper storage.
- ❖ Advance plan and agreements with Railways for transport of rice from surplus districts to the deficit districts.

18) The A.P.State Civil Supplies Corporation, shall move the paddy procured at PPCs to the rice mills simultaneously for custom milling and delivering raw rice to the AP State Civil Supplies Corporation Ltd., and boiled rice to the FCI. If for any reason, there is delay in the transportation of paddy to the rice mills and it becomes inevitable and unavoidable, they may transport the paddy to the intermediary storage points for storing in the CAP storage model with a view to protect the stocks from vagaries of nature, and avoid deterioration of quality.

19) The AP State Civil Supplies Corporation Ltd. shall also monitor on a day to day basis, the paddy handed over to the mills for custom milling, CMR delivered to them and to the FCI, the quantity of rice yet to be delivered etc., and submit the details to the Commissioner of Civil Supplies.

20) The VC & MD, AP State Civil Supplies Corporation Ltd. shall take action to ensure that raw rice as delivered under CMR is accepted by having adequate godown space at MLS points and other buffer godowns. He shall be in constant contact with the SWC, CWC, Marketing Dept. etc. and take action to get the godown space placed at their possession; in case suitable scientific private godowns are available, they may also be taken on lease/rent. He shall also explore the possibility of godown construction through Govt. Warehousing agencies and other private entrepreneurs under PEG schemes etc. for taking on 7 years/5 years/2 years guarantee. Under no circumstances should there be any non-receipt of CMR raw rice by the AP State Civil Supplies Corporation Ltd. for want of godown space.

21) The CMR raw rice retained by the AP State Civil Supplies Corporation Ltd. shall be utilized for the PDS and Other Welfare Schemes in the State. If the rice stocks procured is in excess of the requirement for PDS / OWS, such excess stocks shall be handed over to the FCI. The deficit for the requirements would be made available by the FCI as per the terms and conditions of the De-Centralised Procurement.

22) The Rice Millers shall undertake custom milling of paddy, as and when the farmers bring the paddy to the rice mills, keeping in view the explanation under clause 10(1) of the A.P. Rice Procurement (Levy) Order, 1984 at the rate stipulated or on mutually agreed terms/ conditions between the millers and the farmers. Failure to deliver, misappropriation, etc., the millers are liable for prosecution, black listing and cancellation of licenses etc.

23) The Rice Millers shall simultaneously undertake the custom milling of paddy procured by the State Government Agencies and Food Corporation of India, as per the agreed terms and conditions and at the rates and norms fixed by the Government of India as stipulated in clause 9(1) of the A.P. Rice Procurement (Levy) Order, 1984. The Collectors may allot the paddy purchased at the Purchase centres of women Self Help Groups/ Velugu / DCMS / PACSs / PPCs / Market Yards etc., to rice mills for immediate custom milling without storage of the paddy. The rice millers, within 15 days from the date of receipt of paddy, have to complete custom milling of paddy and deliver the resultant rice, either as raw rice or boiled rice, as prescribed by the Government or the State Agency concerned, for the paddy handed over by the A.P. State Civil Supplies Corporation Ltd., and S.H.Gs /DCMS / PACS

etc. The Collectors may direct the rice millers to mill the paddy handed over to them by the State agency and deliver custom milled rice to the APSCSCL/FCI. The Collectors shall review the entire process of custom milling operations regularly and take necessary action against the rice millers, who fail to do custom milling of paddy procured by the A.P. State Civil Supplies Corporation Ltd., duly following the procedure in vogue.

24) It shall be the responsibility of the Collector (CS) to ensure that the CMR rice is delivered by the rice millers as expeditiously as possible. The APSCSCL shall monitor the delivery of CMR rice on daily basis and ensure that the delivery of CMR rice is made promptly. If there are any issues, they shall be brought to the notice of the Commissioner of Civil Supplies or the Collector concerned for immediate assistance / redressal.

25) In case of any delay in custom milling of paddy due to non-availability of adequate rice milling capacity in the district, non-availability of godown space, due to non-provision of railway rakes and also with a view to facilitate early delivery of CMR rice, the paddy may be transported from the paddy procured district to the rice mills directly in other districts by the Collectors concerned in consultation with the Collectors of the districts to which paddy is proposed to be moved. The expenditure incurred by the A.P. State Civil Supplies Corporation shall be booked to the MSP operations of paddy and the same shall be included in the audited accounts of KMS 2017-18, so that the Government of India will be requested for reimbursement of the same.

26) The Commissioner of Marketing shall issue necessary instructions to all the Secretaries of AMCs to prepare a contingency plan well in advance to tackle the additional arrivals, for smooth market operations during the season to get the equipment / machinery available with the AMCs in working condition, to maintain log books for each equipment, to make a note of the usage particulars and to take into account the equipments / machinery available with the nearby markets (Non-functional) and with self help group centres while planning for procurement of additional equipment to meet the seasonal requirement. The Godown space available in the AMCs should also be kept ready for occupation and wide publicity should be given about MSP rates, equipments and godown space available with AMCs.

27) The Marketing Department will provide required number of moisture meters (Best quality), Tarpaulins, Paddy cleaners, Winnowing machines, etc., equipment to be determined with reference to the past performance and to make them available at all the Purchase Centres operated by Velugu / DCMS / PACSs / WUAs / Market Yards without fail. One moisture meter should also be provided to the progressive group of farmers / S.H.Gs / Gram Panchayats to enable the farmers to check the moisture contents of the paddy before they bring the paddy to the purchase centres for sale.

28) The Collectors shall fix uniform Hamali charges in the entire district by conducting meeting with the Hamali Unions, Secretaries of AMCs and Procuring Agencies. The Handling Charges should include weighment, stitching and stacking / loading at PPCs / AMCs. The Hamali Charges, thus, fixed will have to be borne by the buyers of the stocks at PPCs / AMCs including the State Procuring Agencies.

29) The Collectors shall review the progress of procurement on daily basis. The Collectors shall send daily reports on the progress of procurement to the Commissioner of Civil Supplies as stated above. The Collectors will also bring to the notice of the Commissioner of Civil Supplies, problems, if any, faced by them in procurement of rice including requirement of funds for items of expenditure other than cost of paddy procured by A.P. State Civil Supplies Corporation Ltd and / or any other agency so as to take immediate appropriate action in the matter. The Collectors shall constitute a District Procurement Committee with the Joint Collector as Chairman with District Level officials of all connected departments, namely, Agriculture, Marketing, Civil Supplies, Transport, DRDA, ITDA, I&PR, Warehousing Agencies (CWC,

SWC), Procurement Agencies (FCI, APSCSCL) and also Sub-Collectors / RDOs as members to coordinate and decide on all the activities and monitor the work on day-to-day basis as per the operational guidelines.

30) The Collectors shall ensure that the enforcement officials inspect the rice mills periodically to ensure that the paddy handed over for custom milling is stored under proper conditions, milling of paddy, delivery of CMR, balance stock available etc., and to take immediate action if any discrepancy is noticed.

31) The enforcement officials shall ensure that millers made payment to the farmers at not less than the MSP through A/C payee cheques or RTGS transfer by conducting random verifications.

32) Wide publicity of the location of the paddy purchase centres, specifications of FAQ paddy, MSP and prescribed value cuts for the non-FAQ paddy shall be given through press, pamphlets, leaflets, and electronic media besides organizing extensive training programmes for the farmers through the Agriculture Extension Staff / Quality Control Officials out of the funds earmarked by Marketing Department in this regard and other funds available at their disposal.

33) Detailed operational guidelines are enclosed in Annexure-iv. The Government or the Commissioner of Civil Supplies may issue any further guidelines or orders from time to time to ensure uninterrupted procurement of paddy and CMR.

34) A copy of this order is available on the internet and can be accessed at the address- www.ap.gov.in

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

B.RAJSEKHAR,
EX.OFFICIO PRINCIPAL SECRETARY TO GOVERNMENT

To,
The Commissioner of Civil Supplies, A.P., Vijayawada.
The VC & Managing Director, A.P. State Civil Supplies Corporation Limited, Vijayawada.
All the Collectors.
The General Manager (A.P.), Food Corporation of India, Hyderabad
The Chief Executive Officer, SERP.
All the Joint Collectors / All the District Supply Officers.
The Commissioner for Cooperation and Registrar of Cooperative Societies, A.P.,

Copy to:

The Secretary to Govt. of India, Min. of Consumer Affairs, Food & Public Distribution, Dept., of Food & Public Distribution, Krishi Bhavan, New Delhi.
The Director General, Vigilance and Enforcement Dept, A.P.
The Principal Secretary to Govt., Revenue(CT), Dept, A.P.
The Principal Secretary to Govt., Agrl. & Cooperation, A.P.
The Special Chief Secretary to Government, Agriculture, Mktg& Coop.Dept.,
The Managing Director, A.P. State Warehousing Corpn. Ltd, Hyderabad The Regional Manager, Central Warehousing Corporation, Hyderabad.
The Commissioner, Commercial Taxes Dept., A.P., Vijayawada.
The Commissioner & Director of Marketing, A.P., Guntur.
The Commissioner & Director of Agriculture, A.P., Guntur.
The Commissioner, Transport, A.P.

The Commissioner, I & PR, A.P.,
The Secretary to Hon'ble Chief Minister for information
The P.S to Hon'ble Minister for Price Monitoring, Food, Civil Supplies & Consumer Affairs, A.P.
The P.S. to Hon'ble Minister for Finance, A.P. Secretariat,
The P.S to Hon'ble Minister for Agriculture and Horticulture, A.P.
The P.S to Hon'ble Minister for Marketing Department, A.P.
The President, Rice Millers Association, A.P.,
The President, DRMA, EG/WG/RMWA, Krishna district
SF/ spare

// FORWARDED BY ORDER //

SECTION OFFICER

: A N N E X U R E – I ::
UNIFORM SPECIFICATION OF ALL VARIETIES OF PADDY
(MARKETING SEASON 2017-18)

Paddy shall be in sound merchantable condition, dry, clean, wholesome of good food value, uniform in colour and size of grains and free from moulds, weevils, obnoxious smell, *Argemone maxicana, Lathyrus sativus* (Khesari) and admixture of deleterious substances.

Paddy will be classified into Grade 'A' and Common groups.

Schedule of specification

Sl.No.	Refractions	Maximum Limits (%)
1.	Foreign matter a) Inorganic b) Organic	 1.0 1.0
2.	Damaged, discoloured, Sprouted and weevilled grains	5.0*
3.	Immature, Shrunken and shrivelled grains	3.0
4.	Admixture of lower class	6.0
5.	Moisture content	17.0

* Damaged, sprouted and weevilled grains should not exceed 4%.

N.B.

(i) The definitions of the above refractions and method of analysis are to be followed as per BIS Method of analysis for foodgrains' Nos. IS: 4333 (Part-I) 1996, IS: 4333 (Part-II), 2002 and 'Terminology for foodgrains' IS: 2813 – 1995, as amended from time to time.

(ii) The method of sampling is to be followed as per BIS method for sampling of Cereals and Pulses IS: 14818-2000 as amended from time to time.

(iii) Within the overall limit of 1.0% for organic foreign matter, poisonous seeds shall not exceed 0.5% of which Dhatura and Akra seeds (Vicia species) not to exceed 0.025% and 0.2% respectively.

B.RAJSEKHAR,
EX.OFFICIO PRINCIPAL SECRETARY TO GOVERNMENT

:: A N N E X U R E – II ::
UNIFORM SPECIFICATION FOR GRADE 'A' & COMMON RICE
(MARKETING SEASON 2017-18)

Rice shall be in sound merchantable condition, sweet, dry, clean, wholesome, of good food value, uniform in colour and size of grains and free from moulds, weevils, obnoxious smell, admixture of unwholesome poisonous substances, *Argemone maxicana* and *Lathyrus sativus* (Khesari) in any form, or colouring agents and all impurities except to the extent in the schedule below. It shall also conform to prescribed norms under Food Safety & Standards Act,2006 / Rules prescribed here under

SCHEDULE OF SPECIFICATION

S.N	Refractions		Maximum Limit (%)	
			Grade 'A'	Common
1	Brokens *	Raw	25.0	25.0
		Parboiled/Single parboiled rice	16.0	16.0
2	Foreign Matter **	Raw/Parboiled/Single parboiled rice	0.5	0.5
3	Damaged # / Slightly Damaged grains	Raw	3.0	3.0
		Parboiled / Single parboiled rice	4.0	4.0
4	Discolored Grains	Raw	3.0	3.0
		Parboiled / Single parboiled rice	5.0	5.0
5	Chalky Grains	Raw	5.0	5.0
6	Red Grains	Raw/Parboiled/ Single parboiled rice	3.0	3.0
7	Admixture of Lower Class	Raw/Parboiled/ Single parboiled rice	6.0	--
8	Dehusked Grains	Raw/Parboiled/ Single parboiled rice	13.0	13.0
9	Moisture content @	Raw/Parboiled/ Single parboiled rice	14.0	14.0

* Not more than 1% by weight shall be small brokens.
** Not more than 0.25% by weight shall be mineral matter and not more than 0.10% by weight shall be impurities of animal origin.
# Including pin point damaged grains.
@ Rice (both Raw & Parboiled/Single Parboiled) can be procured with moisture content upto maximum limit of 15% with value cut. There will be no value cut upto 14%. Between 14% to 15% moisture, value cut will be applicable at the rate of full value.

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NOTES APPLICABLE TO THE SPECIFICATION OF GRADE 'A' AND COMMON VARIETIES OF RICE

1. The definition of the above refractions and method of analysis are to be followed as given in Bureau of Indian Standard "Method of analysis for Foodgrains" No's IS : 4333 (Part-I) 1996 and IS : 4333 (Part - II) 2002" Terminology for Foodgrains" IS : 2813 - 1995 as amended from time to time. Dehusked grains are rice kernels whole or broken which have more than ¼ of the surface area of the kernel covered with the bran and determined as follows:-

ANALYSIS PROCEDURE:

Take 5 grams of rice (sound head rice and brokens) in a petri dish (80X70 mm). Dip the grains in about 20 ml. of Methylene Blue solution (0.05%by weight in distilled water) and allow stand to for about one minute. Decant the

Methylene Blue solution. Give a swirl wash with about 20 ml of dilute hydrochloric acid (5% solution by volume in distilled water). Give a swirl wash with water and pour about 20 ml. of Metanil Yellow solution (0.05% by weight in distilled water) on the blue stained grains and allow to stand for about one minute. Decant the effluent and wash with fresh water twice. Keep the stained grains under fresh water and count the dehusked grains. Count the total number of grains in 5 grams of sample under analysis. Three brokens are counted as one whole grain.

CALCULATIONS :

$$\text{Percentage of Dehusked grains} = \frac{N \times 100}{W}$$

Where N = Number of dehusked grains in 5 grams of sample
W = Total grains in 5 grams of sample.

2. The Method of sampling is to be followed as given in Bureau of Indian Standard "Method of sampling of Cereals and Pulses" No IS : 14818- 2000 as amended from time to time.

3. Brokens less than 1/8th of the size of full kernels will be treated as organic foreign matter. For determination of the size of the brokens average length of the principal class of rice should be taken into account.

4. Inorganic foreign matter shall not exceed 0.25% in any lot, if it is more, the stocks should be cleaned and brought within the limit. Kernels or pieces of kernels having mud sticking on surface of rice, shall be treated as Inorganic foreign matter.

5. In case of rice prepared by pressure parboiling technique, it will be ensured that correct process of parboiling is adopted i.e. pressure applied, the time for which pressure is applied, proper gelatinisation, aeration and drying before milling are adequate so that the colour and cooking time of parboiled rice are good and free from encrustation of the grains.

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STANDARDS OF RICE FOR ISSUE TO STATE GOVERNMENTS/UT ADMINISTRATIONS FOR DISTRIBUTION UNDER TPDS AND OTHER WEFARE SCHEMES.

Guidelines for issue/disposal of wheat and rice have been issued vide Department letter No.8-2/98-DR III dated 27.01.1998 and 13.11.1998. Gist of standards of rice for issue to State/UTs for distribution under TPDS and OWSs alongwith updated illustrations for KMS 2017-18 is as under:

1. Ready issuable stocks are fit for human consumption which should conform the standards of Food Safety and Standards Act and Rule framed there under.
2. Rice stocks falling within A,B & C categories (categorization is based on damaged and discoloured grains) conforming to food safety norms and free from insect infestation are ready stocks. Ready stocks may be issued under TPDS and OWSs provided the refractions in respect of broken grains, chalky grains, red grains and dehusked grains are upto 20% in excess of the uniform specifications.

Illustration of maximum permissible parameters of ready to issue stocks of rice based on uniform specifications for KMS 2017-18 is as under:

S.No	Refractions		Maximum limit (%) as per uniform specifications for Grade 'A' & Common	Maximum permissible limit(%) for Grade 'A' & Common
1	Damaged/Slightly damaged/Pinpoint Damaged Grains	Raw	3	5
		Parboiled/Single parboiled rice	4	5
2	Discoloured grains	Raw	3	7
		Parboiled / Single parboiled rice	5	7
3	Broken	Raw	25	30
		Parboiled / Single parboiled rice	16	19
4	Chalky Grains	Raw	5	6
5	Red Grains	Raw/Parboiled/ Single parboiled rice	3	4
6	Dehusked Grains	Raw/Parboiled/ Single parboiled rice	13	16
7	Foreign Matter	Raw/Parboiled/ Single parboiled rice	0.5	1.0

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Annexure-III

SCHEDULE OF SPECIFICATIONS FOR FAQ PADDY

Sl.No	Refractions	Maximum Limit (%)
1.	Foreign matter a) Inorganic b) Organic	 1.0 1.0
2.	Damaged, discoloured, sprouted and weevilled grains	5.0*
3.	Immature, shrunken and shriveled grains	3.0
4.	Admixture of lower class	6.0
5.	Moisture content	17.0

* Damaged, sprouted and weevilled grains should not exceed 4%.

RATE OF CUT FOR ACCEPTING NON-FAQ PADDY BY RICE MILLERS

Sl.No		Rate Cut	
		Grade 'A'	Common
		Rs. P.	Rs. P.
1.	a) Inorganic for every 1% over permissible 1%	15.10	14.70
	b) Organic for every 1% over permissible 1%	15.10	14.70
2.	Damaged, Discoloured, Sprouted, Weevilled, Immature, Shrunken and shriveled grains For ever one percent over permissible 8% (up to 10%)	15.10	14.70
3.	Moisture: For every 1% over permissible 17%	15.10	14.70

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:: A N N E X U R E – IV::

GOVERNMENT OF ANDHRA PRADESH
CONSUMER AFFAIRS, FOOD AND CIVIL SUPPLIES DEPARTMENT

DECENTRALISED PROCUREMENT OF PADDY AND RICE IN ANDHRA PRADESH DURING KHARIF MARKETING SEASON (KMS) 2017-18

OPERATIONAL GUIDELINES for Procurement of Paddy at MSP - KMS 2017-18

Measures required to be taken by the AP State Civil Supplies Corporation Ltd. in coordination with the Joint Collectors:

- Wide publicity of the MSP for paddy for Common and Grade A along with the specifications prescribed for getting MSP through print and electronic media, tom tom (beat of drum) and through pamphlets/leaflets, posters etc.;
- Paddy shall be purchased from the farmers directly by eliminating the middlemen.

- The registration of farmers has been started from KMS 2014-15 at respective PPCs and new farmers if any leftover may register this year and the process may be continued.
- The documents like Pattadar Pass Book, letter from the Village Revenue Officer about tenancy and area covered under the paddy are to be produced by him in his land while registration.
- The land details and its ownership/tenancy shall be verified with reference to the web land portal of the Revenue department and e-panta for crop details. The Chief Commissioner of Land Administration shall be addressed to provide access to the data bank of land details.
- Paddy at MSP shall not be accepted at Paddy Purchase centres from the millers and dealers;
- Identification of sub-agencies for procurement of paddy like Velugu (Women Self Help Groups), PACs, DCMS, WUA, GCC, Rythu Mithras etc. in consultation with the Joint Collectors.
- Identification of areas for opening the exclusive Paddy Purchase centres in addition to the AMCs;
- Computerization of all procurement points to be ensured before commencement of procurement.
- Assess and position the required number of gunnies and suthli at each of the purchase centre;
- Availability of equipment like Paddy Cleaners, drying machines, Winnowing machines, sieves, moisture meters, calipers etc. which are required for MSP operation.
- Assistance/Support from the Marketing Department to be taken for getting equipment at AMCs / purchase centres.
- Marketing Department shall assess the requirement of equipment required at all the PPCs, present availability and make available the balance to the PPCs etc.
- At each Paddy Purchase centre of Velugu (Women Self Help Groups) one Tech. Assistant from their side shall be positioned by the SERP.
- Position the staff required for taking samples for analysis of the quality and its acceptance and helpers and others.
- Assess the quantity of paddy likely to arrive at each of the purchase centre depending upon the neighbouring villages.
- Prepare the schedule to regulate arrival of paddy from villages/areas nearer to the purchase centre so that there is no stampede/congestion at the purchase centre.
- **Farm gate purchases of paddy shall be done with the support of Tabs compatible to feed data and to generate purchase voucher and truck chit at field level. The Software is being tested with requisite specifications for adoptability at farm gate level. This will also record the Geo coordinates of the agricultural fields from which purchases are being made.**

- Storage arrangements at the purchase centre like tarpaulin etc to cover them till paddy is moved to rice mills.
- Transport Contractors to make available adequate transport fleet.
- Permission to millers who want to transport the paddy from PPC on their own for custom milling;
- Rice Mills to be identified for doing custom milling of paddy and delivering CMR to the APSCSCL and FCI as per allocation on behalf of the APSCSCL.
- Purchase centres to be tagged on to the rice mills.
- Wherever inevitable and unavoidable, interim storage for paddy to be identified and CAP storage technology to be adopted;
- Payment to the farmers to be done within 48 hours online directly through RTGS to the farmers account through integrated banking system.
- The mandi labour charges like filling and placing the unit on the weighing machine; weighment; unloading from the balance, stitching

of bags, loading, marking and temporary stacking at PPC should be borne from out of the Mandi labour charges provided in the costing sheet. If the cost is more than the charges permitted in the cost sheet, the balance shall be borne by the farmer, who delivers paddy to the APSCSCL.

- The mandi labour charges shall pass on to the agencies who undertakes the handling of paddy stocks at PPCs and the amounts should be passed on to the genuine persons.
- The possibility to have RFID tags to the CMR bags may also be explored gradually to ensure that there is no scope for recycling of PDS rice at any stage.
- APSCSCL shall enhance the capacity of the MLS point godowns.
- Godown requirement shall be assessed for receiving the CMR raw rice for State's PDS.
- Available Godowns of the SWC, CWC, Marketing Department etc. and scientific godowns of the private parties should be taken;
- Godowns dehired by the FCI to be taken over by the APSCSCL.
- APSCSCL to be in constant contact with the SWC, CWC, Marketing Department for taking over the new godowns and also to make a request to the concerned for reservation of the godown space to be created either by dehiring them or from new construction.
- APSCSCL shall take action to construct buffer godowns either on their own or getting them constructed through other sources wherever needed by adopting modern technology.
- In the alternative, expression of Interest to be obtained for construction of godowns at required places by the interested parties for taking on rent / lease by the AP State Civil Supplies Corporation on 10 years/ 7 years/5 years/2 years guarantee.
- Godowns shall provide space to have access for the trucks coming for delivery of rice apart from weighing machines/beam scales.
- Adequate movement space for carrying on the operations by the hamalies and staff to be available in the godowns.
- Required technical staff to be positioned by the AP State Civil Supplies Corporation by engaging the staff on deputation from the FCI, utilization of services of the retired officials from FCI/CS Corporation and hiring on contract basis so as not to hamper procurement operations due to lack of staff.
- The required staff shall be taken from the out-sourcing; but, after the season is over, the surplus staff shall be terminated.
- Necessary staff like Technical, Accounts and the supporting staff shall be deployed in the godowns and they shall be under the supervision of the Godown in charges.
- Over and above the Quality staff provided by the FCI on deputation and from retired employees, the balance required staff shall be taken from the out-sourcing.
- Samples taken shall be analysed to ensure that rice is as per specifications;
- Payment to be made to the rice millers through "Online" RTGS system.
- Proper weighment at the time of receipt and issue is essential.

CUSTODY AND MAINTENANCE OF STOCKS OF PADDY / RICE:

- The Collector shall declare every trading Rice Mill as Storage Points for storing of paddy for custom milling.
- The paddy shall be supplied to the designated Rice Mills for undertaking custom milling on behalf of APSCSCL.
- The Rice Millers shall be made responsible to receive the paddy stocks, storage and maintenance until entire custom milling is completed during the season.
- All the incidentals right from receipt of stocks and completion of custom milling have to be borne by the respective rice mills only. As such the custodian & maintenance charges as admissible as per provisional

costing sheet of GOI will be passed on to the respective rice mills on account of declaring as storage points.

- The Joint Custody Officers appointed by Collector (CS) Shall physically verify the paddy / CMR stocks in the premises of designated rice mills periodically - every weekly /fortnightly and submit the PV reports to the concerned authorities**.**
- In case of non-availability of paddy / rice during inspection by any inspecting authority, it amounts to misappropriation of govt. stocks by the millers.
- Any seizure of the stocks and filing report by the Enforcement Officer before the Collector, if there is any paddy and Rice under the CMR Scheme belonging to the APSCSCL, the Collector shall immediately order for release of the paddy and Rice under CMR to the District Manager, APSCSCL concerned.
- In case, the paddy is issued to the rice mills for custom milling from intermediary storage points hired by APSCSCL, then the APSCSCL shall retain the custodian & maintenance charges as admissible as per GOI costing sheet will be retained by APSCSCL.

- Proper dunnage at the godowns to be done.
- Custody and Maintenance system to be followed as per the Warehousing norms.
- Stacking to be done properly as per the standard norms being adopted in the FCI godowns.
- Stock procured under CMR to be verified physically before issue under PDS or any other schemes by the team consisting of District Manager and Assistant Manager (Technical) to ensure quality as per the specifications.
- FIFO (First-in-First Out) for delivery of rice for PDS and other schemes to be followed.
- Tags for the stacks as required under the godown procedure to be followed;
- Preservation methods for storage of stocks to be followed.
- Fumigation, spraying etc. should be done as per the time schedule prescribed as per the quality maintenance norms.
- Accounting system should be fool proof. Receipt and issue of stocks to be properly maintained.
- Weighment at the time of receipt and issue to be done.
- Transport Contractors shall be held responsible for short delivery.
- Recovery of cost for short delivery of rice shall be made as per the Contract/agreement.
- Computerization of accounts to be done immediately.
- Godown staff shall be responsible for proper accounting of the stocks, payment process and maintenance of stocks.
- District Manager and other superior officials including the Revenue Divisional Officers, who are already empowered to do physical verification, to frequently visit the godowns to ensure that there is proper management of stocks.
- Godowns shall be clean and tidy to deny access to rodents/snakes etc. and as per prescribed standards.
- Improper maintenance of godowns leads to deterioration in quality and quantity of rice. Hence, need for proper maintenance.

Duties and Responsibilities of the APSCSCL:

- Assess the requirements of Cash credit limit for procurement of paddy and rice;
- Furnish cash flow statements periodically to the RBI through Government;
- Ensure that the stocks of rice/paddy match with the outstanding cash credit;

- Daily monitoring of availability of funds in the districts for procurement of paddy and CMR rice and making available the required funds through on-line transfer.
- There shall be no non-receipt of stocks either under paddy procurement or raw rice procurement for want of funds. VC & MD APSCSCL shall ensure this.
- Proper monitoring of offtake of rice for PDS and other welfare schemes for claiming subsidy from Govt. of India.
- Prompt Claim of the subsidy from the Govt. of India every quarter as per the provisional costing sheet – initially at 90% and subsequently at 95% as per the DCP scheme.
- Audited accounts to be furnished to get the balance 5%.
- Subsidy requirement from the State Govt. (the difference between the GOI's rate – Re.1 per kg) to be worked out every quarter and claimed from the Government.
- The sales realization of rice from the FP Shops at subsdised rate, the subsidy amounts received from the Govt. of India and the State Government to be credited in the cash credit account.
- Periodicals to be obtained from the District Managers on every aspect of the transaction – right from purchase point till the distribution point – including intermediary transactions.

- To ensure quick delivery of CMR and to maintain buffer stocks as incase of FCI, movement of raw rice/ Paddy have to be done with least cost to the corporation.

- Crisscross movement (movement to another district and getting back from the same district) of rice not to be resorted.

- The APSCSCL has to move raw rice through rakes /road and make available in the deficit districts for the PDS and other welfare schemes.
- APSCSCL to be frequently in touch with the FCI for undertaking buffer operations by FCI, delivery of boiled rice, godown spaces etc.
- The paddy Procurement Software should be updated to the requirement and for capturing all the details right from PPC to delivery of CMR at the godowns.
- MIS shall be worked out for proper monitoring.
- District Managers of the APSCSCL shall be responsible for proper quality check, maintenance of stocks and accounts in the godowns, preservation measures.
- The APSCSCL may explore the possibility for appointing third party godown operators for maintenance of stocks.
- Frequent inspections reduce the mismanagement and misappropriations; Dist. Managers of APSCSCL besides RDOs, DSOs, ASOs to verify periodically to curb the diversions for recycling or shortages; Surprise inspections by officials from the Headquarters of APSCSCL to be done.
- A vigilance wing at the State Headquarters of the APSCSCL to be constituted for surprise inspections or on complaints.
- Timely reconciliation of accounts with the sub-agencies like Velugu (Women Self Help Groups) groups, PACSs, DCMSs, Rythu Mithras etc. to be done for payment of commission due to them.

ROLE OF JOINT COLLECTORS:

- Joint Collectors as Ex-officio Executive Directors of the APSCSL to play a pivotal role in implementing the DCP under their guidance, gauze and scrutiny.
- Shall organize publicity through the electronic and print media, posters, leaflets and posters besides tom tom wherever possible about the MSP, specifications, location of purchase centres, time schedule for different areas for delivery of paddy;

- Ensure Positioning of gunnies, suthli, required equipment like Paddy cleaners etc., Deployment of required staff for Quality check, acceptance of paddy at the purchase centres, transport fleet for movement of paddy to mills, intermediary storage wherever needed; Funds requirement by the DM, CS Corporation for accepting paddy and CMR rice; and all other related matters to the DCP.
- Shall oversee the functions of the District Managers of APSCSCL on a daily basis and suitably advise them for proper implementation of DCP.
- Shall inspect the purchase centres and the godowns as frequently as possible to ensure that there is no hardship to the farmers, paddy stocks are procured without any hardship to the farmers, quality check is proper, payment is done without delay, stocks are moved to the mills for custom milling, proper accounts are maintained etc.
- The Collectors(CS) with the assistance of DSOs shall map the PPCs with the rice mills and tag the PPCs to rice mills for unloading of paddy without any interruption and monitor the unloading of paddy at the rice mills. Issue appropriate order in case of exigencies of unloading of paddy at the mill point.
- Provide necessary assistance of the DMs to DSOs by providing date-wise quantity of paddy unloaded at each rice mill for monitoring of delivery of CMR within the stipulated time and for realizing the CMR rice from the rice millers.
- Joint Collectors shall appoint Joint Custody Officers in the cadre of not less than MRI or DTs for Physical verification of paddy / CMR stocks at designated rice mill points periodically and fix up responsibility to furnish PV reports to the Joint Collectors concerned**.**
- The Collectors(CS) with the assistance of DSOs and DMs shall monitor on day to day basis the paddy handed over to the mills by APSCSCL and delivery of rice and submit report to the CCS on weekly basis.
- Conduct regular weekly meetings with rice millers for delivery of CMR within the stipulated time.
- Initiate action against the rice millers who fail to deliver the custom milled rice as per the agreement. Check the godowns frequently to ensure proper stacking and maintenance of stocks, issues as per FIFO, proper weighment, maintenance of records, stock verification etc.
- Ensure acquisition of suitable godowns of the private parties for storing the stocks of the APSCSCL if needed by requisitioning them and also by negotiating with the Warehousing Departments for placing the available godowns at the disposal of the APSCSCL.
- Allot lands to the Civil Supplies Department for getting the godowns constructed by the APSCSCL for storing the rice.

GUNNIES

- The DMs should regulate the issue of gunnies to the PPCs for filling of paddy and gunnies shall be released proportionately to the paddy arrivals in the respective PPCs under proper acknowledgement. Proper gunny account shall be maintained by the DMs with regard to receipts, issues and closing balances. A software package is developed by HO in consultation with the TCS and necessary entries shall be made online accordingly.
- The PPCs will render account of gunnies to the DMO concerned after completion of paddy procurement operations.
- The DMs and AMs (Tech.) shall ensure the quality parameters of new gunnies received from the Jute Mills while unloading at good sheds/ godowns.

PADDY TRANSPORTATION:

- **Earlier the District Procurement Committees(DPC) are calling for tenders for discovering the market price of transportation. With this system in many districts**

disputes arose between transport contractors, the rice millers and the farmers, who actually transported the paddy. To avoid such disputes, it has been decided to dispense with the tendering system to find out the market price. Instead of that, the District Collector(CS) along with the District Procurement Committee shall fix the transport rates in consultation with the District Transport Authority(DTA), local lorry owners associations and rice millers associations. The price arrived at previous KMS can be taken as a benchmark price. The paddy transport distance slabs of 0-8 kms less and beyond 8 kms will remain the same.

- **As per the convenience and availability of transport vehicles, either the rice millers or the farmers can transport the paddy from PPCs to the rice mills. In the case of non-availability, the transportation can be entrusted to any agency with the price fixed by the DPC. Such arrangements should be made much before commencement of the procurement season. The PPCs should maintain a truthful record of the vehicles engaged and the details of ownership which should be reflected in the truck chits generated online. The payments for paddy transportation should be made on monthly basis.**
- **In nutshell, at a price determined by the DPC, whoever transports the paddy from PPCs are eligible for transport charges**.
- In case the mandi labourers are engaged by the truck operators for handling of paddy at PPCs and its shifting to the designated rice mills for custom milling, the mandi labour charges as per GOI Provisional Cost Sheet shall pass on to them. Otherwise, the above handling of paddy is the responsibility of the PPCs.

INTER DISTRICT TRANSPORTATION OF PADDY

- The paddy purchased in surplus district shall be moved to the deficit districts for custom milling as the millers of non paddy grown area have come forward to bear 33% of transportation charges voluntarily.
- **On the representation of the Rice Millers' Associations of the deficit districts like Chittoor, kadapa, Kurnool, Ananthapuramu etc., a decision has been taken to allot MSP paddy from surplus districts to deficit districts for custom milling for consumption of resultant CMR in the deficit districts under PDS to minimize the expenditure on transport cost avoiding transportation of rice from buffer godowns of surplus districts to a considerable extent. The allocations are as follows:**

1) Krishna district – 50,000 MTs
2) West Godavari district – 50,000 MTs
3) East Godavari district – 50,000 MTs
4) Vizianagaram district – 25,000 MTs
5) Srikakaulam district – 25,000 MTs

The JC&EOEDs of the above surplus districts are authorized to allot the paddy accordingly by earmarking the PPCs to the rice millers of deficit districts during KMS 2017-18(Both kharif & Rabi).
The JC & EOEDs of deficit districts have to coordinate with the JC & EOEDs of surplus districts for regulating the paddy transportation to their

respective districts for custom milling and for PDS distribution.

- The CMR rice deliveries in such districts will be utilized under PDS as per their requirement.
- The District Administration, DSOs & DMs of non paddy procurement districts (deficit district) shall designate the mills for receipt of paddy for custom milling as per the milling capacity and monitor the paddy arrivals in their respective districts from surplus districts. Such lists of designate mills shall be communicated to the DMs concerned of the surplus districts to have control upon the paddy movement.

- The millers of non paddy procurement districts also shall furnish the Bank Guarantee as stipulated in the guidelines to their respective DMs, APSCSCL.
- The millers should invariably furnish the details of paddy receipts to the DSOs and DMs for monitoring of CMR deliveries and its proper storage in the respective districts.
- Confirmation of paddy receipts shall be furnished to the respective District Authorities and the consigner districts.
- Separate accounts should be maintained by the millers for paddy and CMR deliveries and daily report on receipt of paddy and CMR deliveries should be intimated to the respective DSOs & DMs.
- The resultant rice delivered by the millers of the non paddy procurement areas shall be utilized for PDS as per the monthly requirement from out of the custom milled rice.
- Proper planning shall be drawn for accepting of CMR in the respective districts to avoid Crisscross movement and intra district movement.
- The DMs, APSCSCL of such districts shall identify the Godown space in their respective districts to make the CMR available in all over the district.
- Wherever possible the DMs should prefer all the MLS points for accepting of CMR to the extent of storage capacity and turnover of the stocks secondly CWC/ SWC/ investor godowns/ private hired godowns (scientific) for storage of buffer stocks.
- The DMs of surplus paddy districts shall dispatch the paddy to the deficit districts parallel to the transportation of paddy in their respective districts. Separate account shall be maintained for inter district movement of paddy with all details.
- APSCSCL may also appoint transport contactors for inter district movement of paddy from surplus districts to deficit districts for custom milling.
- Such dispatch of paddy stocks shall be reconciled with reference to the receipt particulars of recipient districts.

CUSTOM MILLING OF PADDY:

- The District Managers of Paddy Procuring districts shall obtain a list of designated rice mills in consultation with the Collectors (CS) and the formalities viz., bank guarantee, agreement with the designated rice millers and MoU with Rice Millers Association shall be completed well in advance prior to commencement of procurement operations.

- The allocation of paddy shall be made proportionate to the milling capacity of the designated rice mill as disproportionate allocations of paddy may lead to misappropriation. A meeting with rice millers associations shall be convened prior to allocations for coordination to regulate the system.
- **The district rice millers associations shall be taken into consideration while allocation of paddy for custom milling**

to fix up responsibility on the respective associations to avoid misappropriation and delay in CMR delivery.

- Agreements with the designated Rice Millers and MoU with Rice Millers Association to be entered into by the Dist. Managers of the APSCSCL.
- **Bank Guarantee(BG) towards security for the value of stocks paddy delivered to be obtained in 1:1 ratio from the recipient miller. The value of the BG shall depend upon the milling capacity. Paddy shall be released to the extent of the value of bank guarantee furnished by the individual rice miller. It is the responsibility of the District Managers of APSCSCL to maintain the validity period of bank guarantees obtained and confirmation from the concerned banks.**
- Every rice miller to whom paddy is delivered by the State Corporation or its agencies shall do custom milling of paddy and deliver rice as per the out turn ratio fixed to the State Corporation / Food Corporation of India as ordered by the State Corporation from time to time.
- Provided that for custom milling of paddy, the rice millers shall be paid the milling charges as per the charges prescribed by GoI.
- Monitoring of the stocks of paddy issued for custom milling, custom milled rice to be delivered as per the ratio fixed (@67% for raw and 68% for boiled rice) and rice delivered to the CS Corporation (Raw rice) or to the FCI (raw/ boiled rice) on behalf of the Civil Supplies Corporation, has to be done daily by the District Manager concerned at district level and VC & MD., APSCSCL at Headquarters.
- CMR to be delivered within 15 days *or the time specified* from the date of receipt of paddy. The frequency of CMR deliveries should strictly be watched keeping in view of bank guarantee and the flow of paddy issues should be consistent to the quantity prescribed against bank guarantee.
- **Rice millers shall deliver CMR within 15 days or within the time specified in the Agreement. Failure to complete delivery of CMR in the given time, the Rice millers shall be liable for criminal action besides recovery of CMR dues by invoking BG or confiscating the properties of rice miller under the RR Act.**

- **Rice Millers shall not be allowed to deliver the CMR upto the end of season. If the millers fail to deliver CMR within 15 days or the time specified, if any, in the Agreement, immediately Collectors(CS) shall take action for recovery of the CMR dues by invoking the RR Act, besides criminal action, black listing and other penal action. Lenient view shall not be taken in this matter.**

- **The Rice millers shall not purchase and recycle the PDS rice for delivery as CMR, nor it shall be used or cause to be used for sale in the open market in the guise of non-PDS fine / super fine rice or export to the other countries either by reconditioning or changing the bags, etc. Violation of this condition, the millers shall be liable for criminal action, black listing besides recovery of the CMR dues.**

- **The Rice millers shall not use the CMR paddy given to them for custom milling nor the resultant CMR for their own business. It amounts to misappropriation of the Govt. property. Such rice millers shall be prosecuted, besides recovery of CMR dues and imposing penalties.**

- **The DSO, ASO, DM-APSCSCL and AM(Tech)-APSCSCL in their respective districts shall inspect the rice mills every week and furnish inspection reports to the Collector(CS) concerned. They shall be responsible for prompt delivery of CMR in the given time, storage of the stocks in safe condition and prevent diversion and misappropriation of the Govt. stocks by the millers.**

- **The Chairman and Members of the State Food Commission may also visit the Rice mills, conduct open enquiry through the DGRO system under the NFS Act,2013.**

- The Government or Commissioner of Civil Supplies or District Collector, may direct any rice miller to convert within (15) days or the time specified, any stock of paddy into rice on behalf of the Government or its agencies viz; Food Corporation of India, A.P. State Civil Supplies Corporation Ltd., A.P. Markfed or any State Corporation on such terms and conditions stipulated from time to time by the State Government**.** If any miller fails to comply with this direction, he should be liable for imposition of penalty @ 1 ½ times CMR cost alonwith with interest as per the agreement entered into by the State Corporation and Rice millers for doing custom milling operation.

- The Custom milled rice to be delivered to the FCI or APSCSCL, as the case may be, shall conform to the specifications of rice for fair average quality as prescribed in Schedule-II and shall not contain refractions beyond the rejection limit and in case any stock of CMR offered for delivery does not conform to such specifications, it shall be reconditioned or rectified by the miller or the dealer as the case may be, before being so offered so as to bring it in conformity with such specifications.
- In case, the miller fails to deliver specified variety under CMR i.e., common variety instead of Grade-A variety, a penalty of 20% of MSP shall be imposed in addition to collecting the differential cost of Grade variation in advance through Demand Draft. However, such cases should be restricted to bear minimum in the exigencies of natural calamities etc.
- **Digital signatures will be introduced at godowns i.e., the godown managers have to acknowledge receipt of the CMR from the millers and digitally sign the acknowledgment.**
- The paddy issued to the millers for custom milling should be stored in hygienic conditions and in countable manner by the millers to facilitate for inspections by officials authorized.
- Every designated rice mill should contain a display board prescribing that "this rice mill is designated for custom milling of Govt. paddy on behalf of APSCSCL and stocks of paddy, rice and other by-products shall not be pledged by any Financial Institutions for release of loans. By Order-District Collector"
- Rice millers are entitled for milling charges, custody and maintenance charges, Driage etc., as prescribed by GOI and as per eligibility. The DMs shall send proposals to the Head Office seeking to release the respective amounts.
- **The millers shall maintain the 'A' and 'B' registers electronically and make available real time data online for verification**.
- Every miller shall maintain and submit online true accounts indicating the total transactions of custom milling right from receipt of paddy, paddy milled, CMR delivered and balance stocks available at the end of the day in Form-A1 and A2.
- Every miller shall maintain separate account for the stock of paddy purchased on his own account, paddy milled, rice produced, sold within or outside state etc., in Form-B and submit online report to the concerned authority.

- He shall furnish a fortnightly return containing an abstract of the above accounts for fortnightly periods ending on the 15th and the last date of every calendar month to the Collector exercising jurisdiction in the area so as to reach the latter within 5 days of the close of the fortnight.
- No rice miller shall undertake custom milling of paddy of his own / persons other than Govt. agencies when CMR delivery is pending to APSCSCL / FCI.

WAREHOUSING AGENCIES:

- **Digital keys should be provided to all the Warehouse Managers of acceptance points for acknowledgment of CMR.**

- SWC, CWC, Marketing Department etc. to consider allotting the godowns available/to be vacated/to be constructed to the APSCSCL in preference to others. SWC may also take over private godowns and place at the disposal of the APSCSCL as is being done at present for the FCI.
- Wherever their godowns are used as buffer godowns, the custody and maintenance to be done by them as is being done at present for the FCI.

Training imparted by the experts to the staff of APSCSCL

- Trainings given by the experts to the APSCSCL staff in respect of quality checks, maintenance of godowns, preservation of stocks etc. to be followed mutatis mutandis.
- Operational manual for godown maintenance to be followed by the staff in charge of the godown maintenance.

COMPLAINT CELL AND REDRESSAL MECHANISM:

- Control rooms to be opened in every district and a toll free telephone to be operative in the Dist. Manager's office from 8.00 am. to 8.00 pm. A senior officer shall be in charge of the complaint cell to attend to the complaints immediately and redress them.
- Toll free Telephones with numbers 1967 and 18004250082 are functioning in the Commissionerate of Civil Supplies. Joint Director (Procurement) will be in charge for monitoring the complaints, bringing to the notice of the CCS or the CS Corporation and to send them to districts for Redressel.
- The telephone numbers at the districts and the Commissioner's office to be notified by the APSCSCL to enable farmers, millers and others to make complaints or suggestions etc. The names, designations and the telephone numbers of the officers in charge of the Complaint Cell shall be notified.
- Complaints received to be attended on priority and the grievances of the complainant to be redressed without loss of time.

B.RAJSEKHAR,
EX.OFFICIO PRINCIPAL SECRETARY TO GOVERNMENT